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PREFACE

The purpose of this manual is to provide state agencies with the policies and procedures to be used in requesting the services of the Forms Management Unit and to insure compliance of the State Forms Management Act (RSMo Sections 37.300 - 37.390).

Depending upon the situation or need, the table of contents identifies the appropriate set of policies and procedures.

While Forms Managements services are available to all agencies within state government, the Act states it is **mandatory** that all units within the Executive Branch comply. Only the Department of Conservation, the Department of Transportation, the Department of Labor and Industrial Relations, and the University of Missouri are exempt.

Additionally, as stated in RSMo 37.390, any unauthorized purchase or acquisition of forms or equipment may result in the person authorizing such purchase to be personally liable for any debt so incurred. Therefore, the importance of involving the Forms Management Unit in the beginning stages of forms development and in determining the need for printing and copying equipment cannot be overemphasized.

**STATE
FORM
NUMBERING**

STATE FORM NUMBERING

RSMo Section 37.330 - Units powers and duties

- (2) *Establish a central state form numbering system and a central cross-index filing system of all state forms, and shall standardize, consolidate and eliminate, wherever possible, forms used by state government.*

1. The Structure for State Form Number

Example: MO XXX-YYYY N

MO - State designation

XXX - 3 digit identifier for each agency/department, predetermined by Forms Management.

YYYY - 4 digit number that identifies each specific form. (Starting from 0001 for each agency/department with a maximum possibility 9,999 number assigned for each agency/department). Numbers will be assigned sequentially and not in blocks.

N - 1 digit letter used when the form is electronic

2. Assignment of State Form Numbers

State Form Numbers are assigned when the agency/department submits their forms collection to the forms unit or at the initialization of a new form. The designated number will then be added to the form at the time of creation or when a revision occurs. Form numbers are to be applied to electronic forms only if a hard copy is generated as an end product. The only time an electronic form will have the letter "N" added at the end of the number will be when it's designed to be filled in by agencies using an electronic fill package. [i.e. MO 300-0039N (12-00)]

3. Location of State Form Number

The State Form Number will be printed in the lower left corner of all forms unless this is not possible because of computer programming or other valid agency/department objections.

4. Location of Agency/Department Number

Agency/Department numbers (if justified) will be printed in the lower right corner of all forms, unless this is not possible because of computer programming or other valid agency/department objections.

5. First Printing or Revision Dates

The first printing or revision date will be placed on all forms at the time they are typeset as a new or revised form. [Example: MO XXX-YYYY (12-00)]

6. Obsolescence of State Form Numbers

Upon determination of obsolescence of a state form number the Forms Management unit or a State agency/department, the number will not be used again without mutual agreement.

7. Assigning and Printing Form Numbers on Envelopes

Form numbers are to be printed on envelopes because of the following reasons:

- a. To monitor and research the non-standard envelope sizes and non-standard windows positioning.
- b. To monitor and be better able to determine the best economic vendor quantities. We presently have 800 different envelopes with a combined annual usage of over 51,000,000.

**7. Assigning and Printing
Form Numbers on
Envelopes (Cont.)**

- c. To ensure that all envelopes with the stringent rules of the U.S. Postal Regulations.
- d. To enable agencies to accurately identify the correct envelope(s) when reordering and thus avoid costly mistakes.

Due to Postal Regulations no printing can occur in most of the area along the bottom part of envelopes, therefore the form number will be placed under, yet separate from the return address.

Agency form numbers will be applied along with the State number if requested. Any exceptions to not applying the State form number will be reviewed by Forms Management.

As with forms, requisitions for new and revised envelopes will be routed to Forms Management prior to printing by Corrections regardless of the volume.

**ANALYSIS
AND
DESIGN
PROCEDURES**

ANALYSIS AND DESIGN OF FORMS

RSMo *Section 37.340 - Standardization of forms and business materials - approval for agencies forms required. The unit shall be responsible for the design, redesign, numbering, and standardization of all forms used by state agencies. The unit may consolidate forms so as to be usable for more than one purpose, shall eliminate outdated, obsolete and unneeded forms, and shall give assistance to agencies in designing forms as so to provide for more useful information. No agency shall print or have printed any new or revised form until such form has been approved by the unit. The unit shall attempt to standardize letterheads, business cards, envelopes and other similar materials so that economies of scale may be readily obtained. In designing forms for agencies, the unit shall confer with appropriate representatives of the agency to determine that only such information as is necessary or relevant to the agency's functions is being collected on forms of the agency.*

1. Requesting A New Form Or Revision Of An Existing Form

NOTE: An agency is to involve the Forms Management Unit at the very initial planning stages of forms development, before the form is even drawn up. This step will help alleviate crisis situations that can occur many times in developing the form. This also includes agencies that have an existing form design or analysis staff.

- a. Through a joint effort between the two parties a final pencil draft or computer designed layout is created.
- b. For each new form the originator (Agency/Department) fills out the Form Input Sheet (MO 300-0002).

2. Use Of Universal Forms By All Agencies

When possible, Forms Management will encourage agencies to use the universal forms that are available from the Department of Corrections Warehouse instead of creating an agency form that would serve the same purpose.

See the section "Forms Distribution Center and Warehouse" for the universal forms that are available.

3. Electronic Forms

Electronic forms are created by Forms Management in a software called OneForm which requires no software purchases by the customers in order for them to use the electronic forms and they are created in a PC Windows format only. Electronic forms are created in the same forms design standards as used with paper forms. Customers (inside and outside of state government) can go to the Forms Management website and by following the instructions can first, download the setup files to operate the program and then download whatever forms they have a need to use. This includes universal as well as various agency specific forms. Agencies need only to submit a request to have any form(s) created in an electronic format, providing that the current paper version of the form meets state forms standards and is on file. If the requested form does not meet state forms standards or is not on file, the paper version of the form must first be typeset and approved. Upon approval of the paper version, an electronic version will be created.

The electronic forms can be completed in the following ways: (1) Bring the form up on the screen, fill it in electronically and printed out as a completed paper form on a laser printer for distribution. (2) Fill out electronically and distribute via e-mail to other designated users. (They would have to download OneForm setup files and the particular format of the form that is being e-mailed to them.) (3) Another method being developed will allow the customer to fill in electronically and send the forms across the internet to a waiting database of the originating agency.

3. Electronic Forms (Cont.)

A MO state form number will be assigned and an "N" will be added.
[i.e. MO 300-0039N (10-00)]

4. Creating Forms Within Agencies

Forms Management recognizes agency accessibility of office computers and desk-top publishing systems that have the capability to create forms. Agencies may utilize these capabilities to create certain forms provided established standards and guidelines are followed.

This policy addresses the creation of forms by any means in which the principal results are hard copy as well as electronic documents that contain blank spaces for completion by the end user.

Recognizing this form definition, agencies should comply with the following policies:

- a. Forms Management has the statutory responsibility for the design, redesign, numbering and standardization of forms used by state agencies. **ANY FORMS CREATED BY AGENCIES SHOULD ADHERE TO THESE SAME DESIGN STANDARDS. Page 12 of this manual makes reference to these standards.**
- b. Agencies should consult with Forms Management prior to purchasing software that would be used for forms design purposes. Forms Management has tested several packages that are on the market and can assist agencies in determining which would best meet their needs.

At this time, assistance can also be given to help an agency evaluate the time and skills that will be required to create forms versus completion by Forms Management.

- c. Forms Management recommends that state agencies use laser printers that have a minimum of 300 dots per inch. This would generally be for forms which have an annual usage of 1000 or less. Higher volume forms should be output through higher density printers or typeset. Dot matrix printers do not provide a quality copy.
- d. Agencies must contact Forms Management for a form number which is to be applied at the time the form is created.
- e. A proof copy of the form must be submitted to Forms Management for review prior to printing.
- f. Forms Management reserves the right to reject any form if standards are not met.

Agencies wanting more information about forms creation should contact Forms Management for further instructions and assistance.

**5. Submitting The
Appropriate Requisition
When Requesting Analysis
And Design And/Or For
Printing**

When an agency requests the analysis and design services of Forms Management and/or submits a form to be printed, one of the following requisitions must be used:

MO 300-0298 - **State Printing Requisition** - When the form is to be printed by State Printing.

The Missouri Correctional Enterprises will also accept the State Printing Requisition and agency requisitions. Make sure a P. O. # is included.

For forms that are to be printed by an outside vendor see page 19.

Agency Requisitions - When an agency prints the form within their own in-house printshops.

The final form layout, the form input sheet and appropriate printing requisition are submitted to Forms Management to be typeset.

If the requesting agency has typesetting equipment, then the approved layout can be returned to the agency for in-house typesetting.

**6. Required Completion
Dates On Printing
Requisitions**

Many times Forms Management and State Printing receive printing requisitions that show required completion dates that either are unrealistic to meet or unclear as to exactly when they have to be done. This causes scheduling problems in Forms Management and State Printing, as well as, within the agencies. Listed below are some guidelines which should help alleviate this problem.

- a. The normal amount of time needed by Forms Management to do forms analysis and design is 1 - 5 working days. The typesetting is completed by State Printing and normally requires 12 working days. Proofing time and agency corrections are not included in this time frame, but corrections on proofs are taken care of as soon as possible upon return from the agency.

Reprints requiring no changes go on to State Printing the same day Forms Management receives them.

- b. The normal printing time needed by State Printing is 5 - 7 working days from receipt of camera ready copy for printing and delivery. Jobs requiring over twenty thousand impressions would require the 7 working days.

Therefore, 20 - 30 working days should be allowed if Forms Management and State Printing are involved. NOTE: This will be for new or revised forms only. Reprints (exact repeat orders with no changes) will take considerably less time.

- c. "ASAP" OR "RUSH" designations alone do not help in scheduling. Therefore, to avoid delays include a specific date required.

6. **Required Completion
Dates On Printing
Requisitions (Cont.)**

- d. Past history shows that the majority of times agencies are using "Date Submitted" as the date in which a low order point is reached within an agency and 2 weeks is automatically added on for delivery date. This date has been determined before the form or item to be printed has been circulated through the agency for review, changes, etc. This review takes 2 to 3 weeks sometimes.

Therefore agencies should not fill in the "Date Submitted" and "Date Required" until the requisition is ready to leave the agency. However, if the date submitted has to be filled out as the requisition begins circulation then at least wait until the job is ready to leave the agency before adding on our required lead times to come up with the "Date Required".

As requisitions are processed in agencies, Forms Coordinators should review the dates and change where needed. If a job is a true emergency and is needed in less time than what is normally allowed, Forms Management and State Printing will work with agencies to ensure that the deadline is met.

**FORM
DESIGN
STANDARDS**

FORM DESIGN STANDARDS FOR STATE OF MISSOURI FORMS

Listed below are the design standards which should be applied to all forms when they are designed as new forms or when they are revised and require a new layout and camera ready copy. This includes forms that are used for in-house as well as those which are sent to other state agencies or outside of state government. It also includes forms designed on word processors, computers and terminals. Regardless of where the forms are printed (in-house printing, copiers, laser printers, State Printing, Department of Corrections or by a vendor) these standards should be applied.

To ensure that the standards are met, the forms analysts should be involved at the earliest stages of form design.

The number assigned to each particular standard corresponds to the attached form and envelopes which shows examples.

- 1. Form Number** The state form number is printed in the lower left corner of the form; the agency form number (if required) should be printed in the lower right in six point type. When computer programming, lack of space or other valid concerns come up, the form numbers can be located elsewhere on the forms. The state form number needs to be on all sheets of a multi-page form. On a single page printed front and back, the form number needs to be on both sides. On envelopes the number is printed just below the return address. Where the return address is not pre-printed, the form number goes above the address block (see sample). On computer generated forms a number is assigned and applied only to those electronic forms which could be generated as a hard copy. The only time an "N" will be added to the end of the MO number is when the electronic form is designed to be filled in by agencies using an electronic fill package. [i.e. MO 300-0039N (10-00)]
- 2. Dates** Revision dates are placed on all forms immediately after the state form number as follows: (10-00). This is the date the form was typeset as a new or revised form.
- 3. State Seal** This should appear on all forms going to the public or other state agencies. If necessary, Forms Management will provide an original seal of which you can make copies. Location of the seal should be in the upper left corner and flush left at the margin. The use of agency seals will be discussed as the need arises.
- 4. Form Title And Department/Division/Section Location** The agency name and form title should be two to four lines in all caps and placed next to the State Seal or flush left at the margin if no seal is required. As per the sample shows, the agency name should be 9 point medium type and the title should be 11 point bold. The typestyle used throughout the form should be Helvetica, Universe or equivalent. Where there are computer limitations, please adhere to the sizes and typestyles as close as possible.

(NOTE: The seal and the title are positioned in the upper left corner because this is the point at which the eye begins to read. Also, the space to the right of the title can be more wisely utilized when necessary.)

- 5. Box Design** The box design arrangement is the most efficient design for variable data entry and therefore should be used. Its use allows information to be organized in horizontal sequence, utilizing the maximum available space for entries, and emphasized the information entered on the form. It also allows maximum visibility of the captions to the typist, reduces the number of tab settings and stops, and increases the overall space available for data by an average of 25% on the form. The captions should be in 6 point type in the upper left corner of each box. The lines bordering the form should be 1/2 point and for printing purposes there should be a 3/8" space at the top or bottom and 2/6" on the side margins.
- 6. Column Headings** These should be in all caps and centered right and left as well as up and down.
- 7. Ballot Boxes** Another standard feature of the boxed style design is the use of the ballot box. This labor and time savings feature should be used when the information requested can be answered with one word. It precedes the answer and should be aligned with other ballot boxes whenever possible, for ease of entry. When using ballot boxes, it is also advisable to allow enough space between boxes and other printed copy for accommodating registration from copy to copy on multiple part forms and typewriter misalignments.
- 8. Spacing** Spacing must be compatible with the method of forms completion (i.e. filled out by hand, by typewriter, by computer and other business machines). 3/5 spacing (3 vertical lines per inch and 5 horizontal characters per inch) is a good all purpose spacing for most situations.
- If a typewriter is used for completing the form, allow for misalignment of the form by providing one extra space at the beginning and at the end of each line (boxed entry).
- (Definition of "Character")**
Each letter is counted as one character. Each space, dash or other punctuation is counted as one character. Each vertical rule (or line) is counted as one character.
- 9. Vertical & Horizontal** These are to be used when critical areas of a columnar form need to be identified. **Screens should not be used on relatively low volume forms of 1,000 or less annual usage.**
- 10. No Underlining** Type should be put in bold face or italics for emphasis.
- 11. Instructions** When possible, all instructions should be printed at the top of the form immediately below the title with the appropriate label "Instructions". When the instructions require more space than this, use back printing of the form or a separate page.
- Section completion instructions should be as brief as possible, but leave no doubt about what is to be done and by whom. If a lengthy explanation is necessary, instructions such as "**SECTION FOUR:** See instructions for this section on page two" can be used. Avoid the use of technical "jargon" or slang words.

12. Distribution

Form parts distribution information is normally centered in a single line at the bottom of the form (on the same line as the form number). Print all distribution points on every copy of padded sheet fed forms printed in-house. This will avoid the added expense of separate plates and set up time for each copy. Different destinations can be printed on individual copies of unit sets and snap-out type forms, as vendors usually allow "marginal printed" words at no additional charge. The standard color sequence for multiple part forms is white and canary for a 2 part; white, canary and pink for a 3 part; and white, canary, pink and goldenrod for a 4 part.

13. Personalization

We encourage agencies to avoid printing names of individuals on forms. Print the names of departments and divisions, or titles, not people. No sooner will you succumb to the temptation when Mr. Smith will be transferred and you will be left with 10,000 newly printed but unusable forms.

TYPESETTING PROCEDURES

TYPESETTING

1. Typesetting Performed By Forms Management Or State Printing

- a. If camera ready copy is to be created by Forms Management or by State Printing , the forms analyst or typesetting supervisor will determine the time frame for development of the camera ready artwork.

Emergency situations and deadlines will be met as much as possible.

- b. Forms to be typeset by State Printing must be accompanied by a State Printing requisition (MO300-0298) for billing purposes. Also, **a printing requisition (MO 300-0298) is required** whenever any camera ready copy (CRC) is to be released by the State Printing Center (e.g., CRC not returned by a previous vendor).
- c. After typesetting is completed, the agency will receive a photocopy (proof) of the original. The initial pencil layout will also be sent if the agency hasn't seen it prior to typesetting.
- d. The Agency/Department should review the entire proof and pencil in any and all changes (to avoid multiple proofing operations) or indicate approval. Then the proof is returned to the Forms Management Unit.

If there are corrections this process will repeat itself until final approval.

NOTE: The red approval stamp on the first page of the proof refers to all the pages attached, not just the first page.

Multiple proofs and corrections are expensive and time consuming parts of our service to agencies.

PRINTING PROCEDURES

PRINTING PROCEDURES

Section 37.340 - No agency shall print or have printed any new or revised form until such form has been approved by the Unit.

All printing requisitions or requests for state forms are to be routed through Forms Management. This applies to any new or revised forms that Forms Management has created as well as by any other source

1. For Printing By The State Printing Center

a. New or Revised Forms

Once Forms Management and the requesting agency have signed off on the form, the original copy and MO 300-0298/State Printing Requisition (completed by the requesting agency) [See Sample A] will be submitted by Forms Management to State Printing.

b. Reprint with No Changes

Requesting agency submits the completed State Printing Requisition and a printed sample of the form to State Printing.

2. Printing By The Quick Copy Center

a. Non-Rush Printing

When and where possible submit Quick Copy Requisitions (MO 300-0061) [See Sample B] & Form Sample of new and revised forms to Forms Management for approval 3 to 5 working days in advance of the date actually needed. This would be for any form regardless of how small the printing volume is. (If it is a form which was not in the original forms collection, submit an input sheet also.)

b. Emergency Printing

However, when forms are needed on an emergency basis (same day turn around time), the requests can be submitted to Quick Copy prior to our approval.

- Form numbers previously assigned should be included on the form. If the form number is unknown or hasn't been assigned call Forms Management for a number.
- After the printing of the new or revised form is completed, input sheets (when needed) and copy of the previously filled out requisition along with printed samples should be sent to Forms Management.

NOTE: Agencies which previously keep track of low volume forms used, should do so now, in as much as such forms should have been included in the original forms collection anyway. What may seem to be low usage may in reality be an unexpected "higher than anticipated" volume. Weekly and monthly reprints can lead to an expensive form. This is especially true if the form is improperly designed.

2. Printing By The Quick Copy Center (Cont.)

Forms Management periodically will also review printed samples from Quick Copy to ensure agencies are in compliance, form numbers are added, etc.

3. For Waiver Approval To Be Printed By A Vendor

(Procedure will be the same for new, revised or reprinted forms)

a. For jobs costing less than \$3,000 using a Local Purchase Order (MO 300-1495)

- (1) Requesting agency will work with Forms Management to create standardized camera ready copy.
- (2) Upon final approval of any changes made on a new or revised form and/or forms specifications, Forms Management will release the camera ready copy to the customer or vendor.
- (3) Forms Management or the agency will submit the purchase order to State Printing for a waiver.
- (4) The agency will now proceed to submit the CRC and necessary specifications to the vendor who will complete the job.
- (5) Upon receiving the completed job, the agency will submit the necessary information for payment through the SAM II system.
- (6) Upon receiving the completed printed job from the vendor, the agency should send three printed samples to Forms Management for record keeping purposes.

b. For jobs \$3,000 and over using the "Request for Quotation" (MO 300-1224)

- (1) The same procedures are to be used in the previous section for jobs under \$3,000, except three different bids are required from vendors, as well as use the local purchase order.

c. Required statements on all jobs going to vendors.

- (1) The following statements must be included in all specifications for any jobs which go out to vendors. (When using a local purchase order for jobs less than \$3,000 and when using a "Request for Quotation" for jobs \$3,000 and over.)

UNLESS STATED OTHERWISE THE STATE OF MISSOURI WILL PROVIDE CAMERA READY ORIGINAL(S) TO THE VENDOR RECEIVING THE BID. THEREFORE, VENDORS ARE NOT TO CHARGE FOR CREATION OF SUCH CAMERA READY ORIGINALS AND/OR RELATED ITEMS SUCH AS TYPESETTING.

**3. For Waiver Approval To
Be Printed By A
Vendor (Cont.)**

VENDORS MAY NOT RECEIVE PAYMENT FOR SERVICES RENDERED UNTIL THE CAMERA READY ORIGINAL(S) ARE RETURNED TO FORMS MANAGEMENT IN GOOD CONDITION.

Also, if the delivery schedules are critical for the vendor to meet, the following statement should be added in the specifications:

SHOULD THE BIDDER DEFAULT ON DELIVERY SCHEDULE ESTABLISHED IN THESE SPECIFICATIONS, THE BIDDER WILL BE ASSESSED LIQUIDATION DAMAGES OF _____ (FILL IN) (FOR EACH COMPLETE WORKING DAY THE BIDDER IS IN DEFAULT, PROVIDED THE STATE AGENCY HAS FULFILLED ITS OBLIGATIONS BY DELIVERY OF COPY ACCORDING TO SCHEDULE.)

**4. For Jobs To Be Printed By
Missouri Vocational
Enterprises**

a. New or Revised Forms

Once Forms Management and the requesting agency have signed off on the form, the original copy and State Printing Requisition, DOC Department Purchase Order, DOC/MVE Quick Print Requisition or an Authorization letter for envelopes will be submitted by Forms Management to Missouri Vocational Enterprises. Make sure a P.O. # is included.

When the requesting agency provides paper stock, the camera ready copy and the appropriate requisition or letter will be released by Forms Management.

The requesting agency should indicate the camera ready copy is to be returned to the Forms Management Unit.

**5. For Forms To Be Printed
By Requesting Agency
Print Shop**

a. New or Revised Forms

(1) Submit a good proof copy of original (if agency created camera ready copy) and agency printing requisition to Forms Management for approval. Upon approval the requisition will be sent back to the requesting agency for printing.

(2) If Forms Management created the camera ready copy, the agency requisition and camera ready copy will be released to the agency upon approval.

**6. For Preprinted Forms To
Be Acquired From An
Office Supply Source**

Any agency which has a need to acquire preprinted specialty forms from a local or mail order office supply source or vendor, must have the request approved by Forms Management prior to ordering.

Examples of such requests are multiple part memo forms, telephone message pads or any other printed form.

**7. For Forms That Are
Currently On A State
Contract**

Forms Management needs only to review and approve the initial contract that has been established. Agencies need not have each order (contract release) from the contract approved by Forms Management.

**PROCUREMENT OF PRINTING
AND PHOTOCOPY
EQUIPMENT PROCEDURES**

PROCUREMENT OF PRINTING AND PHOTOCOPY EQUIPMENT

RSMo 37.350 - Notwithstanding any other provision of law, no agency shall purchase, lease or rent any copy machine or printing equipment until the purchase, lease or rental agreement has been approved by the Commissioner of Administration, nor shall the Purchasing Division approve, on behalf of any agency, any such purchase, lease or rental agreement.

NOTE: Printing equipment includes any type of equipment found in a print shop. This includes phototypesetting equipment.

1. Printing Equipment

- a. Agencies/Departments will involve the Forms Management Unit during the initial stages of research regarding the acquisition of printing equipment.
- b. The unit will assist in evaluating the overall need (existing equipment, out-dated equipment, justifying volume, etc.)
- c. As per an Executive Order in 1980 regarding State Printing, the Forms Management Unit will also consult with State Printing prior to approval of any such equipment.

2. Phototypesetting Equipment

State Printing has phototypesetting equipment which can handle most typesetting needs within state government. However, some Agencies/Departments may have existing typesetting equipment or unique equipment needs which State Printing cannot provide. Therefore any need to upgrade or acquire new equipment must be reviewed by the Commissioner of Administration.

3. Photocopying Equipment

The purpose of the Commissioner of Administration's involvement in this area is to ensure that agencies will acquire equipment that will best serve their needs and to avoid unnecessary costs that can result from under or over utilization of office copiers

All requests for copiers must be reviewed by the Commissioner of Administration prior to purchasing or leasing. The Commissioner of Administration may waive the Commissioner's approval authority for any specific level or type of equipment that may be requested by state agencies.

**FORMS DISTRIBUTION CENTER
AND WAREHOUSE**

FORMS DISTRIBUTION CENTER

This warehouse facility is being managed by the Department of Corrections (MVE). Forms such as SAM II forms and other statewide forms are available to all state agencies.

The following is a sampling of some of the universal forms that all agencies can use not only for economy but uniformity as well.

Contact the Department of Corrections for a price listing of all items currently in the warehouse and for information regarding the requisition process. Use MO 931-3675 (Requisition for State Forms & Paper) when ordering these forms and boxes of copying machine paper. Forms designated with an asterisk (*) are also available in an electronic version from Forms Management. Computer requirements are: Windows 95 or higher, laser printer and internet capabilities.

1. 10" x 13" Inter-Office Mailing Envelope (SAMPLE A)
2. #10 Inter-Office Mailing Envelope (SAMPLE B)
3. 8 1/2" x 5 1/2" Information Memo Pads (SAMPLE C)
4. 5 1/2" x 4 1/4" Information Memo Pad (SAMPLE D)
5. Facsimile Transmittal Sheet (MO 999-9012)*
6. Request for Quotation (MO 300-1224)*
7. Request for Quotation (Cont.) (MO 300-1225)*
8. Local Purchase Order Bid Record (MO 300-0162)*
9. Monthly Expense Account (MO 300-1189)*
10. Employee Performance Log (MO 300-0873)*
11. Performance Planning and Appraisal (MO 300-0875)*
12. Performance Planning and Appraisal (Cont.) (MO 300-0874)*
13. Performance Appraisal Summary (MO 300-0876)*

ENVELOPE SPECIFICATIONS

ENVELOPE SPECIFICATIONS

Envelopes play a very important part in the transaction of state business. At the design stage of any form, consideration should be given about which envelope will be used. Because of the large number of different envelopes being used and the need to ensure proper usage with forms, Forms Management requires that all envelope requests be reviewed by them prior to printing. Listed below are important guidelines to use regarding envelopes:

1. U.S. Postal Regulations

With the advent of OCR reading equipment in the St. Louis, Kansas City and Columbia Regional Post Offices, Forms Management is taking steps to move all printing out of the OCR read area on envelopes.

In concurrence with postal regulations, we are revising envelopes, as they come through for printing, to comply with the standards set concerning the OCR read area. The clear areas are considered to be 1" from the left and right edges, 5/8" from the bottom edge, and the OCR read area below the delivery address line. Therefore, we are relocating form numbers or anything falling within this area in order to conform. The users of envelopes will be contacted before any changes are made.

See attached copies concerning the clear area from the "Addressing for Automation" and "Basic Addressing" brochures.

2. Assigning Form Numbers To Envelopes

Recently, our research has shown that several non-standard envelope sizes are being ordered, some of which have windows that use various non-standard positions and sizes. We've also found that many times economic reorder quantities are not being used. Additionally, agencies and print shops are getting formats confused because there is no easy identification number. Therefore, we are now printing the assigned form numbers directly onto the envelopes (See sample). This will not only benefit you in identifying envelopes more clearly, but will also help us considerably in our research of the more than 800 State envelopes that have a combined annual usage of over 51,000,000.

Agency form numbers will continue to be applied along with the State number if the agency so requests. Any exceptions to not applying the State form number will be reviewed by Forms Management.

3. Typesetting And Printing Of Envelopes

As with forms, all requests for new or revised envelopes will be routed to Forms Management for analysis and review. All typesetting will be completed by State Printing. Proofs will be sent to the agencies for approval or revisions. Agencies currently typesetting their own envelopes will continue to do so and route through Forms Management prior to printing or sending to DOC.

Presently, all envelopes except those to be printed by a vendor are printed by the Department of Corrections Vocational Enterprises. MVE will accept a standard State Printing Requisition (MO 300-0298) as well as any agency requisition. Upon approval of the envelope by the agency, Forms Management will send the requisition and camera ready copy (if needed) to Missouri Vocational Enterprises.

When envelopes need to be printed by a vendor the Local Purchase order (MO 300-1495) or Request for Quotation (MO 300-1229) should be used depending on the estimated cost. Forms Management will release camera ready copy to the vendor which is awarded the bid.

**NOTARIZATION
OF
FORMS**

NOTARIZATION OF FORMS

There are several varieties of notarization formats used on state forms, many of which are incomplete and/or do not contain the necessary information. Each variation requires extra time to layout, typeset, read and complete. It also can cause legal problems if information is missing.

In addition, over the years the notary requirement has been tacked onto forms to make them appear more official or legal-looking. As a result, Missouri now has over 330 different forms that require over six million separate notarizations each year. This excessive notarization can be a tremendous burden to the small businessman and the taxpayer in terms of time and money, as well as contributing to the general perception of excessive government paperwork.

Listed below and on the following pages are two areas of improvement that have occurred.

- 1. Notary Format Standardization** A standardization format has been developed and approved by the Secretary of State's office which contains all the necessary data in the correct legal language. As each form comes up for revision, the new standard format will be applied. See the sample formats being used following this page.

2. **Elimination Of Notary Requirement**

Research has shown that in some instances penalty statements can be used in lieu of the notarization requirement. As a result this saves time and money for the taxpayer. To date all state forms requiring a notary have been reviewed and the agencies and Forms Management have agreed as to which ones can have the notary seal removed.

In the future any existing forms not previously evaluated or that are newly created will be reviewed for the notary requirement.

Some examples of penalty statements used are as follows:

"I hereby certify that the above statements contained herein are true and complete and that no information has been withheld regarding ownership of the abandoned account. In the event further inquiries are made regarding this account, I authorize the Department to refer these individuals to me for resolution of their inquiry/claim."

"I understand that any falsification or misrepresentation of this information will be cause for denial of this claim or legal action."

"By signing this form, I certify that the information included on this form and accompanying attachments, if any, is true, correct and complete to the best of my knowledge. I understand that submitting false information is cause for denial of _____, (or) will subject me to penalties as provided by law."

"I certify that the information contained in this report, including name and address in item 11 is true and correct. No part of the contribution reported was or is to be deducted from the worker's wages."

"I certify that my statements above and on the back of this card are true and correct. I know the law provides penalties for false statements made on a claim."

"The undersigned declares that the above information is true and understands that any misrepresentation in answering questions will automatically result in the removal of my name from the inmate's visiting card."

STATE FORMS
MANAGEMENT ACT

Section 37.300 indicated that, with the exception of the Department of Conservation, the Department of Transportation, the Department of Labor and Industrial Relations and the University of Missouri, all other state departments, boards, bureaus, commissions, or other units of the executive branch of state government are to comply with the Forms Management program.

However, Forms Management has determined at this time not to require any state universities and colleges to comply with the design, analysis and forms management aspects of the program. This is due mainly to the geographic locations of the universities. It would be difficult for the Forms Management staff as well as university employees to travel between locations to review, analyze and design forms.

Should universities and colleges want to utilize Forms Management's services in forms analysis, design and typesetting it will be done on a volunteer basis. Such services will be provided via the mail services, telephone and walk-in traffic. Our phototypesetting service provides top quality camera ready copy at no cost.

For the time being, the only part of the program that universities are required to comply with is to submit all requests for office copiers and printing equipment to Forms Management for review and approval prior to submitting to Purchasing (Section 37.350).

STATE FORMS MANAGEMENT ACT

37.300. Definitions. - As used in sections 37.300 to 37.390 of this act, the following words and terms have the meanings indicated unless the context clearly requires otherwise:

- (1) "Agency", each state department, office, board, bureau, commission, or other unit of executive branch of state government except for the Department of Conservation, the Department of Transportation, the Department of Labor and Industrial Relations and the University of Missouri;
- (2) "Form", every piece of paper, transparent plate, or film containing information, printed, generated, or reproduced by whatever means, with blank spaces left for the entry of additional information to be used in any transaction involving agencies of the state;
- (3) "Forms Management", the program maintained by the Forms Management Unit to provide continuity of forms design procedures from the form's origin up to its completion as a record by determining the form's size, style and size of type; format; type of construction; number of plies; quality, weight and type of paper and carbon; and by determining the use of the form for data entry, as well as distribution;
- (4) "Records Coordinator", a person designated by an agency to serve as an information liaison person between the agency and unit; and
- (5) "Unit", the Forms Management Unit created herein.

37.310. Forms Management Unit established, agencies to cooperate. - A Forms Management Unit is hereby established within the Office of Administration. The unit shall develop a forms management program for state agencies, and shall implement the provisions of this act. Each agency shall fully cooperate with the unit, and shall furnish all requested information and assistance.

37.320. Director, appointment, qualifications - member of State Records Commission - staff to be employed under system. -

1. The Commissioner of Administration shall appoint a director as the executive head of the Unit. The director must be experienced in the principles of information and forms management, archives, and the affairs and organization of state government. He shall be a person who is qualified by training and experience to administer the affairs of the unit.
2. The director shall appoint such staff as may be necessary to implement the provisions of this Act. All staff members shall be appointed pursuant to the provisions of Chapter 36, RSMo.
3. The director shall also serve as an additional voting member of the state records commission established by the provisions of section 109.250, RSMo.

37.330. Unit's power and duties. - The Forms Management Unit shall:

- (1) Establish a forms management program for state government including the design, typography, format, logo, data sequency, form analysis, form number, and agency file specifications;
 - (2) Establish a central state form numbering system and a central cross-index filing system of all state forms, and shall standardize, consolidate and eliminate, wherever possible, forms used by state government;
 - (3) Approve, and provide camera-ready copy for all forms to be printed;
 - (4) Require that all new or revised forms be purchased or printed only after approval of the Unit;
 - (5) Cooperate with the state records commission in developing and implementing record retention schedules;
- and
- (6) Have authority to examine and catalog all forms used or requested by agencies.

37.340. Standardization of forms and business materials - approval for agencies' forms required. - The Unit shall be responsible for the design, redesign, numbering, and standardization of all forms used by state agencies. The Unit may consolidate forms so as to be usable for more than one purpose, shall eliminate outdated, obsolete and unneeded forms, and shall give assistance to agencies in designing forms so as to provide more useful information. No agency shall print or have printed any new or revised form until such form has been approved by the Unit. The Unit shall attempt to standardize letterheads, business cards, envelopes and other similar materials so that economies of scale may be readily obtained. In designing forms for agencies, the Unit shall confer with appropriate representatives of the agency to determine that only such information as is necessary or relevant to the agency's functions is being collected on forms of the agency.

37.350. Purchasing Division prohibited from awarding contract or lease - for forms and certain equipment without approval. - Notwithstanding any other provision of law, no agency shall purchase, lease or rent any copy machine or printing equipment until the purchase, lease or rental agreement has been approved by the Commissioner of Administration, nor shall the Purchasing Division approve, on behalf of any agency, any such purchase, lease or rental agreement. The Commissioner of Administration may waive the Commissioner's approval authority for any specific level or type of equipment that may be requested by state agencies.

37.360. Unit to furnish services to whom. - The Unit shall offer its services to agencies within the legislative and judicial branches of government, and to those agencies of the executive branch which are otherwise excepted from the provisions of this Act.

37.370. Agencies to designate employee as records coordinator - duties. - Each agency shall designate at least one employee as a records coordinator. The records coordinator shall, on behalf of the agency, be responsible for seeing that every form used by the agency is presented to the Unit for cataloging and identification, and that record retention programs established by the State Records Commission are being followed and observed.

37.390. Failure to obtain approval of Unit - personal liability. - Any purchase made which is contrary to the provisions of sections 37.300 to 37.390, shall not result in any liability to the state, but the person authorizing such purchase shall be personally liable for any debt so incurred.

